

# GRIEVANCE PROCEDURE



## 1. Introduction.

- 1.1 The aim of this procedure is to enable an employee of the Students' Union who has a grievance to pursue the matter in a systematic manner and without prejudice to his/her employment.
- 1.2 It is a principle of this procedure that grievances will be dealt with by all concerned as a matter of urgency.
- 1.3 An employee may be accompanied at any grievance hearing by a work colleague, or a Trade Union Official who is either employed by the Union or is certified in writing by the Union as having experience of, or having trained as, a worker's companion at disciplinary or grievance hearings.
- 1.4 At all grievance hearings, every opportunity will be given for the employee's grievance to be stated and thoroughly discussed. Although the employee's companion will be able to address the hearing and to confer with the employee, he/she will not be permitted to answer questions on the employee's behalf.
- 1.5 The procedure is designed to deal with grievances arising directly out of the employee's employment or some working practice of the Students' Union. Where there are issues relating to discipline, regrading or agreements reached between the Students' Union and its employees, these must be dealt under the related procedures.
- 1.6 The Students' Union encourages employees to raise their grievances initially informally with their reporting supervisor. This is often the best and speediest way of resolving grievances. The supervisor will keep a note of the meeting, which may be referred to if the formal grievance procedure is invoked.
- 1.7 If the employee's grievance cannot be resolved informally, the employee may use the formal grievance procedure, which is set out below.
- 1.8 If the complaint or grievance relates to the employee's reporting supervisor, the grievance can be raised to the Students' Union General Manager or the Membership Services Manager.

## 2. Formal Grievance Procedure.

### *Stage One.*

- 2.1.1 Employees who have a grievance should in the first instance refer the matter preferably in writing to his/her reporting supervisor who will attempt to resolve the matter within two working days from receipt of the complaint. If the grievance is contested, the supervisor should invite the employee to attend a hearing in order to discuss the grievance and

should inform the employee of his or her right to be accompanied by a trade union representative or colleague. The supervisor will respond to the grievance within five working days from receipt of the complaint, or if a hearing is held, within five working days of the hearing. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and told when a response can be expected.

- 2.1.2 If the stage one decision is unacceptable to the employee, then the matter must be committed to writing and formally referred to the reporting supervisor who will immediately pass it on to the appropriate level within the department in order to progress the matter further.

***Stage Two.***

- 2.2.1 The matter will be then further fully investigated by the department, which may include formal interviews with personnel affected. The department will arrange to hear the grievance if possible within six working days from receipt of the written complaint and will inform the employee of his/her statutory right to be accompanied. A decision will normally be given by the senior member of staff responsible for the investigation as soon as possible, and usually within six working days of the hearing. If it is not possible to respond within the specified time period the employee will be given an explanation for the delay and told when a response can be expected.

***Stage Three.***

- 2.3.1 If the stage two decision is unacceptable to the employee, he/she can refer the matter in writing to the Students' Union General manager. The Students' Union General manager will give the employee an opportunity to present his/her grievance to the Students' Union General manager at a grievance hearing. If the employee wishes to attend a grievance hearing, the employees will be informed of his/her right to be accompanied.
- 2.3.2 If however, the Students' Union General manager considers that the matter raised by the employee affects Students' Union Policy, a grievance hearing must be held by the Students' Union, Union Council subcommittee appointed by the Students' Union President.
- 2.3.3 The employee will be notified of the decision of the Students' Union general Manager, or if applicable, the sub committee of the Students' Union, Union Council, within six working days of any grievance hearing. Where no grievance hearing has been held, the decision will be notified to the employee within 6 working days of receipt of the Stage Three grievance complaint by the Students' Union General Manager. If it is not possible to respond within these time periods, the employee will be given an explanation for the delay and told when a response can be expected.
- 2.3.4 If the employee is unhappy with the decision of the Students' Union they have the right to raise the matter in write to the Director of the University College.

### **3. Notes on Procedure.**

- 3.1.1 During the operation of this procedure the "Status Quo" will remain (i.e., the procedures, policies, that applied immediately prior to the formal use of the grievance procedure) until the Students' Union procedure is exhausted.
- 3.1.2 A nominated panel of the Students' Union executive will hear any grievance brought against the *General Manager*.
- 3.1.3 If, at any stage, the grievance remains unresolved it can be reviewed by the Students' Union Membership Services Manager, the *General Manager*, the President and the Trade Union to determine whether the matter can usefully continue within the grievance procedure or whether more appropriate action can be recommended.
- 3.1.4 A record will be kept of the grievance hearing and a copy will be given to the employee upon request.